City of Nashua

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May 9, 2012

SUBJECT: REQUEST FOR PROPOSALS

RFP0168-052412
Parking Pay Station System
ADDENDUM #2

Information included in this document becomes a part of the original Request for Proposals.

Please sign below to indicate receipt of this additional information and <u>include this page with your submittal</u>.

All other aspects of the original document remain the same.

Respectfully,

Jim Cassidy
Purchasing Agent
City of Nashua
cassidyj@nashuanh.gov

Addendum #2 received and incorporated into submittal for RFP0168-052412.

_____
        (Authorized Signature)

_____.
        (Date)

May 9, 2012

Questions:

1. If the successful vendor sent the anchors used to mount their machines on, with instructions on how to install the anchors to the City would the City install these anchors so all the vendor would have to do is follow the machines in, install them on the anchors, commission the machines and train the City employees as first tier responders?

   • The vendor can make this an option.

2. Who is responsible for ground preparation, the City or the vendor?

   • The vendor can make this an option.

3. Does the City have existing Smart Cards or does the City plan to purchase these from the meter vendor? (page 7 of the RFP)

   • Yes, the City of Nashua has parking cards. The vendor may provide an option to purchase new cards.

4. Page 12 of the RFP asks for 5 complete copies of the meter manual. Does this mean with the RFP response, or does this only apply to the winning vendor?

   • This applies to the winning vendor.

5. Does the City want bill acceptor pricing included as a pricing option, or only described as a possible implementation in the future, without pricing detail for initial installation?

   • The City of Nashua would like bill acceptor pricing included as an option.

6. Page 8 of 19 Section 9 Communications - Does the city currently have WI-FI network? Who is the provider? Does it utilize a proprietary bandwidth, or is it compatible with 802.11 b/g/n?

   • The City has NO established WI-FI network outside of those inside its own buildings. Any WI-FI that the City uses gets its bandwidth from the City's existing proprietary fiber network, however that fiber network does not extend to any parking areas EXCEPT the parking garages. The garages currently have a high speed network drop in their offices which can be used to feed any type of network connection including WI-FI.

     Should WI-FI be proposed as an option in addition to cellular (which we assume is the default), then the City and the vendor would need to survey the locations and determine where a WI-FI wireless access point could be installed to feed the WI-FI signal to the pay stations.

- Note: please identify whether the paystations proposed must use a specific carrier for the cellular operations they support.

7. Per Page 7 of 19 Section 6 Display – "... have the capability to select different languages". Does the city require the units to have this feature active at time of delivery or is this a possible future enhancement.

    - The City of Nashua prefers the machines to have the capability to select different languages at the time of delivery.

8. Per Page 9 d.i--- "Transaction file must comply with City of Nashua payment gateway configurations."

    What payment gateway does the city currently use?

    - Bidders should identify whether their proposed paystations are already bundled with an existing credit payment service, or if the City can use any commercial credit payment service. Regardless, it is expected that all credit transactions will be processed no different than any other merchant transactions and be received in the City's existing lockbox account with Citizens Bank.

    - Note: The vendor will be expected to collaborate with the City on formatting any data that must be transferred or migrated to another City system as part of transactional processing or enforcement activities.

9. Please provide a detailed space count on the number of on-street spaces and the off-street spaces per lot.

    - Current on-street metered spaces, not including handicap spaces, total 380. In addition to this total, recent legislation was passed to included metered (paid parking) on the following streets (please see parking map included with RFP):
        - Franklin Street (from Cross to Main)
        - East Hollis (in front of Family Dollar Store)
        - East Pearl Street (meters to be extended to just past Quincy Street)
        - Quincy Street (west side only)
        - Cottage Street (Cottage Street to East Pearl both sides)

    - Current off-street metered spaces in surface lots and garages, total 570.

Lot/Garage	Meters	Handicap	Total Lease	Total Spaces
City Hall	26	1		27
Elm Street Garage	85	14	366	465
Factory Street	11	1	22	34
French Park	17	1	27	45
Garden Street Annex	10			10
Garden Street Lot	24	3		27

High Street Lot	19	1		20
High Street Garage	58	9	268	335
Library	81	4		85
Library Annex	22			22
Maple Street	42	3	35	80
Pearson Avenue	15	1	14	30
Railroad Square	37	2		39
School Street	82	4		86
Spring Street	17	2	72	91
Water Street	24	2	22	48
	570	42	832	

10. How many smart cards does the City want us to provide initially? Is there a current smart card program? If so, how many cards are in circulation?

   - The City would like to have at least 2000 new cards initially. Yes, there is a current smart card program. The number of cards currently in circulation is unknown.

11. Most on-street parking machines do not provide change. Is the change providing component optional or mandatory?

   - Optional

12. Most successful on-street parking machines do not accept bills. Is a bill acceptor a mandatory or optional requirement?

   - Optional

13. Could the City please share the intentions with its current enforcement system? Does the City expect the vendor to integrate their pay-stations with the City's existing enforcement software? Please share the intentions of requiring bidders to provide pricing for a new enforcement software/hardware as an option.

   - As stated at the pre-bid meeting, the City expects one or more of the following options to be presented in vendor bids: (a) the vendor's proposed solution can integrate with the City's existing enforcement software Ticketrak 8.0v1.10; (b) the vendor's proposed solution can NOT integrate with the City's existing enforcement software Ticketrak 8.0v1.10 so a new system with functionally similar enforcement software is proposed; (c) the vendor's proposed solution can integrate with the City's existing enforcement software Ticketrak 8.0v1.10, however vendor has ALSO proposed an option of a new system with functionally similar enforcement software.

14. Please provide the manufacturer and model of the single space housings the City of Nashua has installed on and off street.

   - POM APM-2X and POM APM-E

15. Page 4, Section 2, Objectives, paragraph 8 of the RFP states **"**Note: Bidder is requested to include an option to link the City of Nashua's existing handheld devices to the new parking pay station system..." Does the City expect (or want) to replace its current "ticket track" system with a vendor-supplied system that is integrated with this proposal?

    - As stated at the pre-bid meeting, the City expects one or more of the following options to be presented in vendor bids: (a) the vendor's proposed solution can integrate with the City's existing enforcement software Ticketrak 8.0v1.10; (b) the vendor's proposed solution can NOT integrate with the City's existing enforcement software Ticketrak 8.0v1.10 so a new system with functionally similar enforcement software is proposed; (c) the vendor's proposed solution can integrate with the City's existing enforcement software Ticketrak 8.0v1.10, however vendor has ALSO proposed an option of a new system with functionally similar enforcement software.

16. Page 4, Section 2, Objectives, paragraph 8 states "...existing handheld devices..." What make of handheld device is the City of Nashua currently using?

    - The City utilizes a CASIO IT-3000M53E handheld device. The data from the CASIO is uploaded into Ticketrak version 8.0v1.10 (OEM Cardinal Tracking). Ticketrak is used to output that uploaded data in a delimited format that can be uploaded into the City's Motor Vehicle application.

17. Page 12, Section 4, System Requirements, Technical Requirements – Services Specifications, paragraph 8 states: "Parking Card: The City of Nashua seeks to market and distribute a parking card or contract for services that would expand the parking program through a different offering. a. Proposal shall describe ability to utilize a Parking Card; b. Include samples of marking materials and other user operating information."

    Please clarify if the samples referred to in item b are "marking" materials or "marketing" materials and advise what type of samples you are seeking.

    - Should be "Marketing" materials.

18. Could you please define the Total Lump Sum Price? What does it include?

    - The added value of all the options listed on the Bid Summary Sheet.

19. Section 3, Page 5: SITE SPECIFICS" states "Parking pay stations must utilize solar power as primary source of power at each location". It also states "Bidders are also urged to utilize existing wiring, chases, conduits, and boxes as feasible to reduce expense to the City and expedite system completion." Ideal machine placement for both equipment longevity and customer comfort and convenience would be under the deck of the parking garage. Installing under the deck would require exterior mounting of solar panels with conduit run back to pay station locations. Would the city be willing to allow for an A/C powered system to be used within these two garage locations, with the expectation that future phases which are to be in lots and/or on-street will require that same pay stations utilize solar power?

    - Yes

20. Section 4, System Requirements, Page 6, Technical Requirements, Section2. Software: a. Software shall be locally hosted (PC-based) or web-based in American English version. With a web-based solution which will require the City of Nashua's data be housed in an offsite database facility, does the City require that this database facility reside in the United States?

- The City would prefer financial data be within national borders, however that is not a mandatory requirement for cloud-based services. The City however would require that any offsite services provider that stores financial data (a) be independently audited and documented as PCI compliant, and (b) provide reasonable contract SLAs around dynamic data recovery for cloud-based services.

21. Shall the pay stations have the ability to provide change?

- Optional

22. The RFP does not state a preference of Pay-by-Space or Pay-and-Display. The New England weather, customer convenience, along with understanding the City of Nashua's concerns over aesthetics may indicate that one system be used in certain areas whereas another system be used elsewhere in the City. Does the City have a preference to stay with one system; either Pay-by-Space or Pay-and-Display, throughout the entire proposed three-phase pay station network and therefore take into consideration how a Pay-by-Space or Pay-and-Display system would integrate with future parking lot and on-street solutions? Or does the City wish to focus solely on a solution for Phase one only?

- The City of Nashua is open all solutions and recommendations from vendor expertise.

END OF ADDENDUM #2